



Summary Report: Delaware WIOA Partner Staff Feedback Survey

Spring 2020

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Disclaimer and Acknowledgement:

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Executive Summary

The Workforce Innovation Technical Assistance Center (WINTAC) was contacted by Delaware's WIOA Leadership Team to assist in conducting a WIOA Partner staff feedback survey. The survey was developed to:

1. Gauge staffs' understanding of the Workforce Innovation and Opportunity Act
2. Identify potential areas for a coordinated training opportunity (with WIOA Partner staff from 14 state programs in Delaware)
3. Identify ways to further align WIOA Partner programs.

The survey results are shared in this document. 274 staff working within the WIOA Partner system responded to the survey, however 29 respondents did not answer any questions. We are not sure if they had trouble, but no one contacted the person responsible to provide assistance. Therefore, the actual total of responses was 245.

There was a good response from each county. The staff represented a cross-section of program managers, case managers/direct customer support and support staff.

The respondents answered logistical questions about staff locations and roles, as well as their familiarity with WIOA. The final section asked staff to read a client-situation scenario and identify possible referrals for the individual.

In reviewing the responses to the survey, those compiling the information questioned the reliability of some of the responses in *Section 1: Background Information. Do you work for a state agency?* Several respondents expanded the meaning of 'working for a state agency' to included funded by a state agency thus skewing the numbers. For this reason, the data related to that question, was not included in this report.

Responses to the survey showed areas of strengths including:

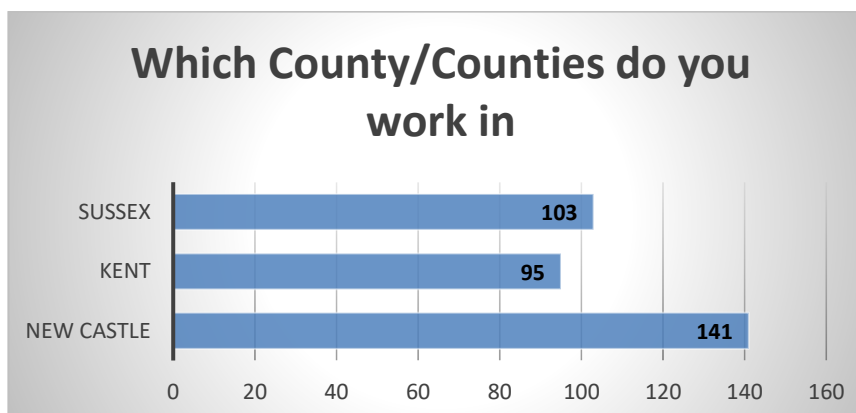
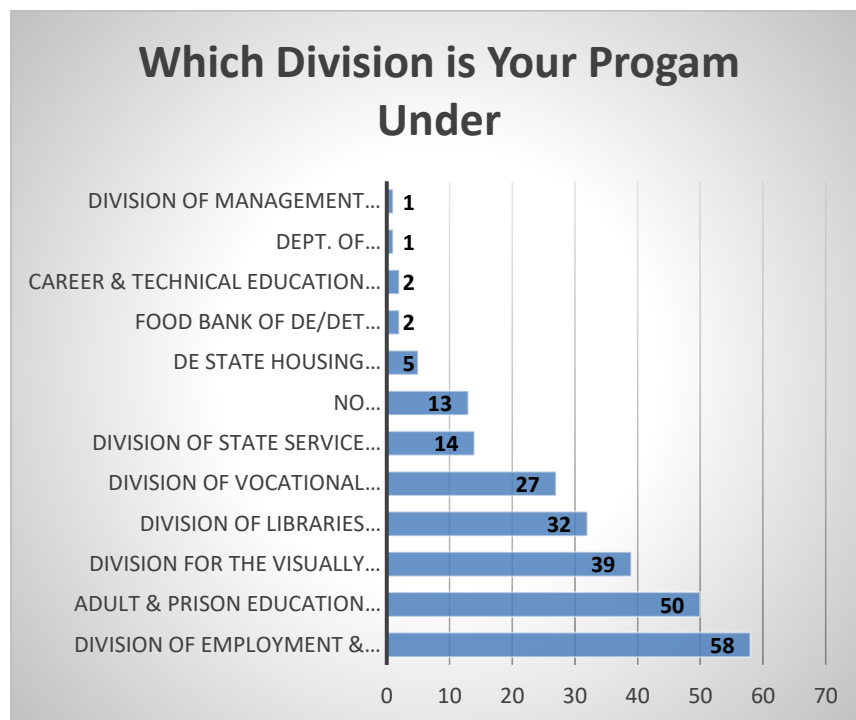
- 82% of respondents said that their program shares referral information about other partner programs.
- Very strong awareness of the importance of informing customers of the partner resources available from other WIOA Partner Programs. There was a large number of referral idea responses for each of the referral scenarios showing an awareness of other programs.
- Responses to the various scenarios showed that there seems to be a strong understanding of partner expertise and the multitude of possible assistance that is available.
- The value of Partner resource sharing and involvement in the One-Stop Meetings.

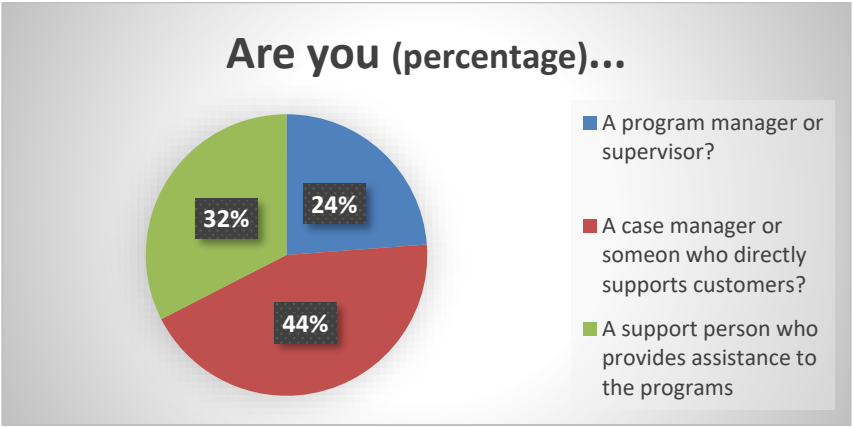
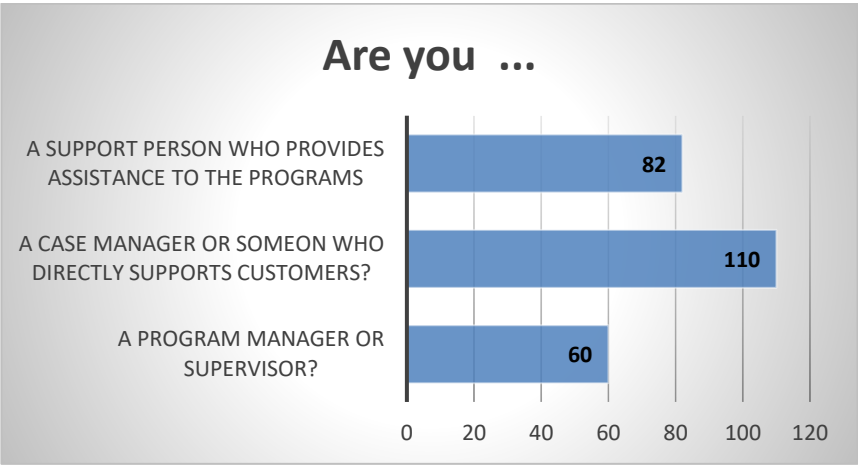
The survey showed some opportunities for improvement

- Roughly 43% of respondents were either very familiar or familiar with WIOA. 46% were not very familiar to not at all familiar. Therefore, additional efforts are needed to familiarize all WIOA Partner Program staff with the shared understanding of the WIOA/One-Stop System, its vision and what can be done to further align and simplify client access to services:
 - ✓ How to standardize the referral process to improve the quality of referrals?
 - ✓ How to collect information about referrals to gauge referral effectiveness/incorporate learning into the referral process
 - ✓ How to more effectively and efficiently deliver appropriate services to the client
 - ✓ How to more effectively communicate and interface with the client?
- Few scenario respondents spoke of the role they would take in actively following the customer's progress or assisting beyond the referral process, this may represent a flaw in the scenario questions, but it is a common area of concern
- Many scenario respondents were reluctant to provide only the first referral as noted in the instruction, this may be a consideration that a single first referral is not a legitimate survey question for a person who has multiple needs or simply a misunderstanding of the question

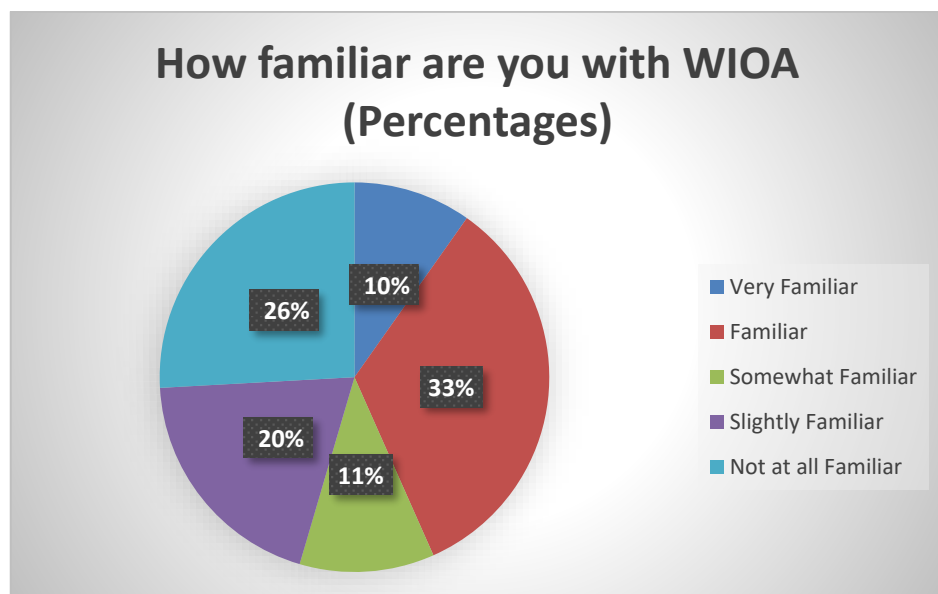
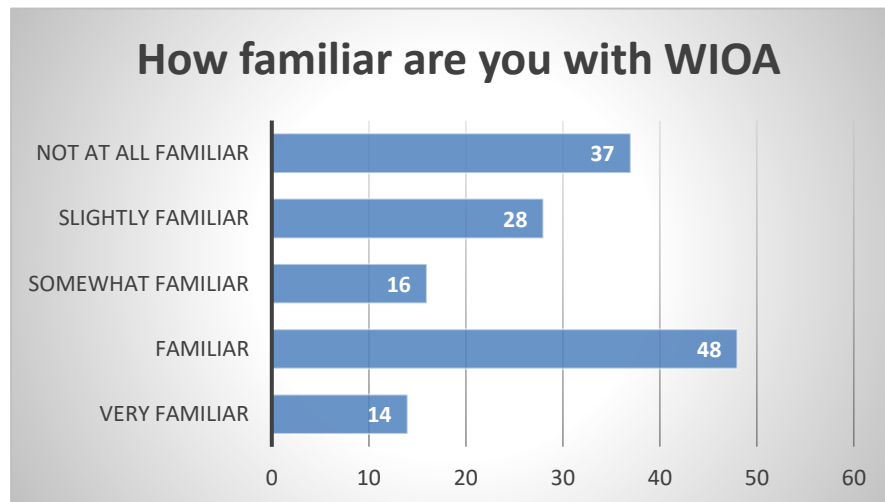
The Frontline Services Implementation Group (within the WIOA Leadership Team) have tasked themselves with reviewing the raw survey data (individual responses) to begin developing an understanding of the training needs of WIOA Partner Program staff. They are also using the data to gather information on referral patterns and identify areas for improved alignment of services and resources.

Section 1: Background Information

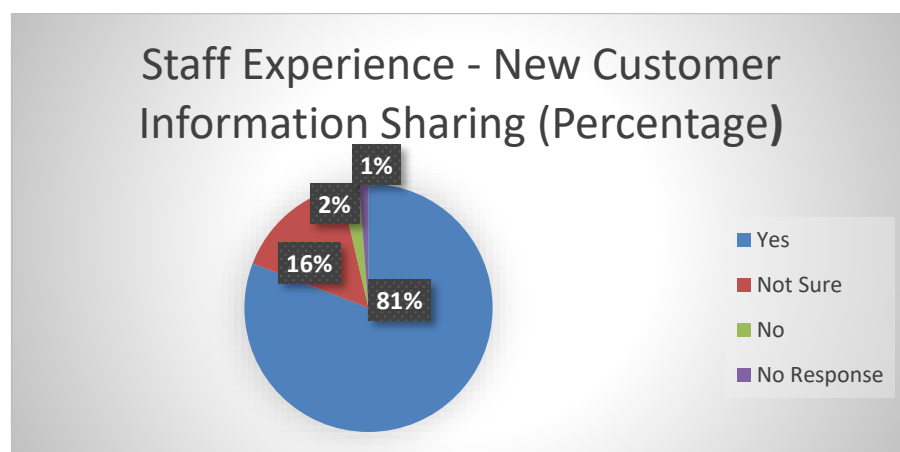
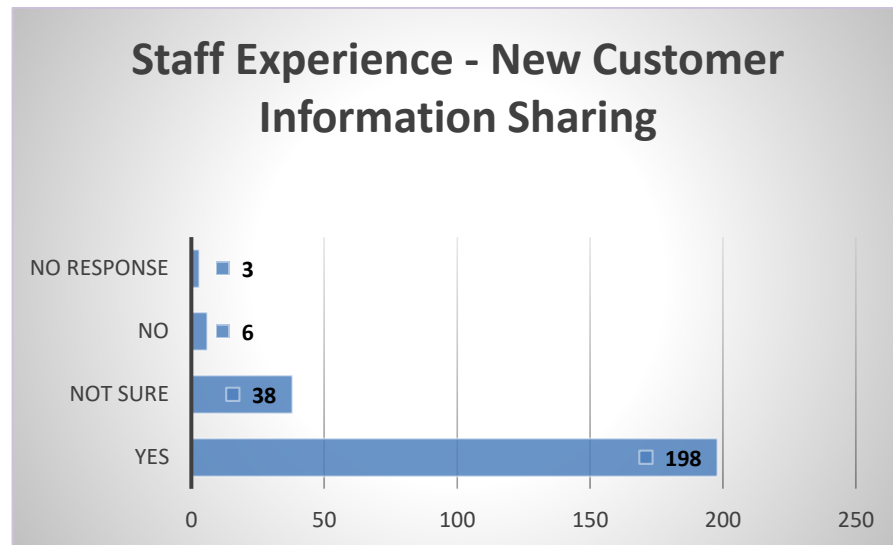




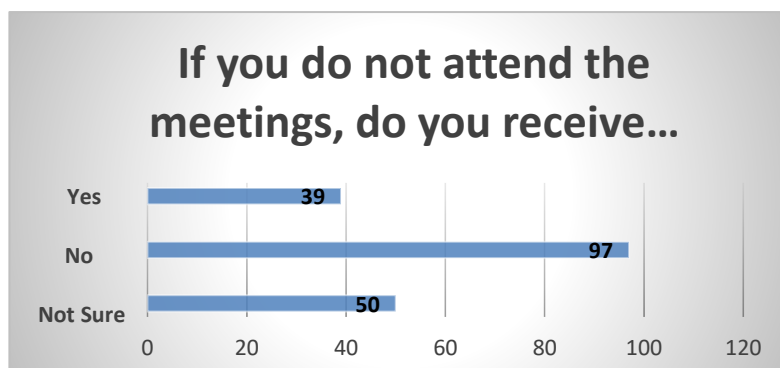
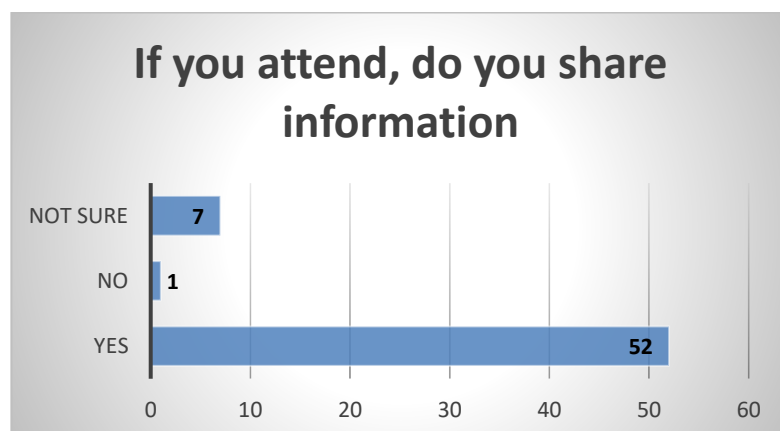
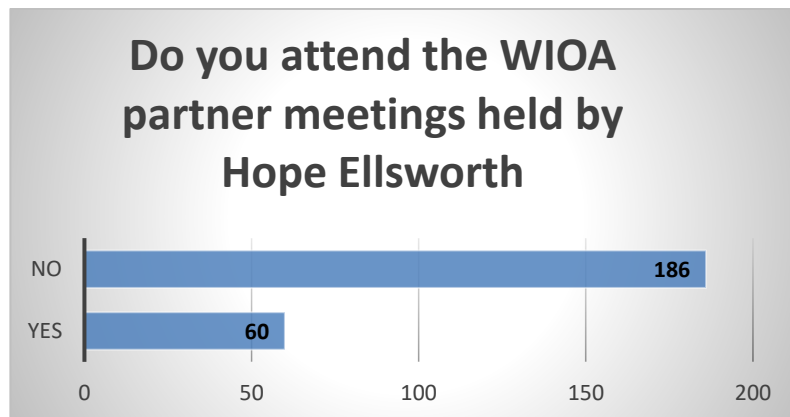
Section 2: WIOA Vision and Implementation. How familiar are you with the Workforce Innovation and Opportunity Act (WIOA)?



Section 3: Staff Experience. When a new customer receives services from your Program, does someone (from your program) share information about other partner programs that may assist them?



Section 4: One-Stop meetings and information. Do you attend the local One-Stop WIOA Partner Meetings held by Hope Ellsworth?



Scenarios

Scenario One

An individual revealed after a computer class that he is desperate and has been living in a shelter after losing his job due to injuries both on and off the job. He is 57 years old and unable to do the physical work he could do previously. He has been struggling to find a job. During your conversation, he reveals that he is a veteran and doesn't know where to start looking for employment now. He is willing to learn a new trade. Currently, this individual is not receiving any services. To which agencies or organizations would you refer this individual? Referral #3 (optional)

Top 5	Scenario 1
1.	Vet Related Programs: DET, DVOP, VA, VFW, Home of the Brave, etc.
2.	DVR
3.	DHSS
4.	DOL
5.	DET/DJL registration

Other Referral Selections	
Apprenticeship	HUD
DSS	Housing
DSS – CPSU; Wonder Works	Libraries (and social workers in libraries)
TANF	FSCAA
DVI	Mental Health Agencies/DSAMH
DTCC	Dover Interfaith/Jim Martin
211	WIOA
Unemployment Insurance	DJL
DAAPD	Stand By Me
Adult Ed	Dual Generations
DOE – Dr. Keeton (VA Education Benefits)	Food Bank
Polytech	Clothing Bank
SSA	No idea
Vocational Training	Unsure
West End NH	Community Legal Aid
Goodwill & Salvation Army	Senior Employment Program
DSSC	Independent Living
Ofc. Of Workers Comp	Nonprofit Organizations
	Assistive Technology Resource Ctr

Scenario Two

An individual, 26 years of age, comes into your agency sharing that she is unemployed and has been looking for a job for some time. In the course of discussions, you discover that this client has other significant issues including limited reading skills, a history of mental illness and is sleeping on a friend's couch. Currently, this individual is not receiving any services. To which agencies or organizations would you refer this individual?

Top 5	Scenario 2
1.	DET
2.	DVR
3.	DHSS
4.	DSS (i.e. CPSU)
5.	DOL

Other Referral Selections	
211	EAS
DSAMH	DSSC
DUI	Food & Clothing Banks
Adult Ed	Div. of DD Services
NAMI	Women's Help Agencies
Mental Health Assn.	
DSHA	Mentor Programs
Back to Basics	FSCAA
SSA	Claymont Community Center
Resources for Human Development	I don't know
Sunday Breakfast Mission; Dover Interfaith Mission; Crisis House	Literacy of Delaware
Salvation Army & Goodwill	Stand By Me
DDS	VA/Vet Services
Easter Seals	CFF (Children & Families 1st)
Homeless Hotline	Connections
TANF	West End NH (ABE)
ABE Program	Public Health
Contact Lifeline	Jewish Family Services
Catholic Charities	Assistive Technology Resource Ctr
Libraries (Dover, Kent)	Harmonious Minds
Dual Generations	

Scenario Three

An individual, who is an English Language learner and approximately 35 to 45 years old, comes into your office indicating a need for employment. However, the individual has not worked in the past five years due to a loss of vision. This client wants to work but does not know what relevant job skills he has currently. He also doesn't know how to access materials that could accommodate his vision loss. While talking with you, he mentions that he is experiencing depression due to his vision loss and that his lack of transportation is an issue in getting to a job. Currently, this individual is not receiving any services. To which agencies or organizations would you refer this individual?

Top 5	Scenario 3
1.	DVI (also DE Div. for the "Blind")
2.	DVR
3.	DSS
4.	DOL
5.	DHSS

Other Referral Selections	
GED Program	Migrant worker
DOL/DET	Del HSS Crisis Intervention
DOE – Adult Ed (ABE, ESL)	Food Bank
211	N/A - & not a situation I would encounter & not sure
Joblink Services	Lion's club
Blindsight Delaware	Job Search workshops, Job Club Workshops
Transportation Services	Long-Term Disability (SSI)
Organization to help learn English/ESL	DE Guide to Services
Paratransit	Eye Doctor
DART	Literacy DE
Career Planning Class	EBT
BRU	Case Management
Assistive Technology Assessment/DATI	Medicaid
FSCAA	Delaware.gov
Libraries (JAWS Program; English Courses; specific Libraries; social workers in libraries)	State Agencies
La Esperanza; La Red; Latin American & Other Community Centers	TWP (Transitional Work Program ?)
I don't know	Dislocated Workers/Disability
Hudson Ctr for Vision Loss and Emotional Support	DE Wonder
Logisticare	DE Assn. for the Blind
Unemployment	Local contractors
Housing Authority	Local College

DSAAPD	Spanish Speaking Christian Minister
Other WIOA Partner Agency	Salvation Army
CRE	Rewire to Rehire
Adult Education	Promise
Dual Generation	Spanish Speaking Christian Minister
GACEC	Salvation Army
TANF	Rewire to Rehire
DE Comm. Services.	Promise

Scenario 4

An individual comes to your agency after being released from prison. This person has participated in a drug rehabilitation program while incarcerated, has no identification, no resume, no GED®, and no work experience. The individual is 19 years old and is living in a half-way house with no access to bus transportation and appears deeply insecure about her ability to succeed at anything. She does not want to return to her family and community from which she came because she doesn't want to get back into bad habits. Currently, this individual is not receiving any services. To which agencies or organizations would you refer this individual?

Top 5	Scenario 4
1.	DET
2.	DHS
3.	DVR
4.	Housing
5.	211

Other Referral Selections	
GED Program	Hudson Center
A.C.E. Resource Center	DART
Social Security	Out of School Youth
TANF	Connections Program
Peace by Peace	DSCYF
DMV for a state ID	Mentoring program
Salvation Army	